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Intellectual Property Causes
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Attorney Docket No. P19115

In re application of: Robert R. BUSHEY et al.

Application No. : 09/578,723

Mail Stop Amendment
 Group Art Unit: 2642

Filed : May 26, 2000

Examiner: W.J. Deane, Jr.

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER=S GOALS
 AND BEHAVIORS WITHIN A CUSTOMER SERVICE CENTER
 ENVIRONMENT

Mail Stop Amendment

Commissioner for Patents
 U.S. Patent and Trademark Office
 Customer Service Window, Mail Stop _____
 Randolph Building
 401 Dulany Street
 Alexandria, VA 22314

Sir:

Transmitted herewith is a **Response under 37 C.F.R. 1.111** in the above-captioned application.

_____ Small Entity Status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a previously filed statement.

_____ A verified statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

_____ A Request for Extension of Time.

X No additional fee is required.

The fee has been calculated as shown below:

Claims After Amendment	No. Claims Previously Paid For	Present Extra	Small Entity		Other Than A Small Entity	
			Rate	Fee	Rate	Fee
Total Claims: 15	*24	0	x25=	\$	x 50=	\$0.00
Indep. Claims: 3	**5	0	x100=	\$	x200=	\$0.00
Multiple Dependent Claims Presented			+180=	\$	+360=	\$0.00
Extension Fees for _____ Month(s)				\$		\$0.00
Total:				\$	Total:	\$0.00

* If less than 20, write 20

** If less than 3, write 3

_____ Please charge my Deposit Account No. 19-0089 in the amount of \$_____.

N/A A check in the amount of \$_____ to cover the filing/extension fee is included.

X The U.S. Patent and Trademark Office is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

X Any additional filing fees required under 37 C.F.R. 1.16.

X Any patent application processing fees under 37 C.F.R. 1.17, including any required extension of time fees in any concurrent or future reply requiring a petition for extension of time for its timely submission (37 C.F.R. 1.136(a)(3)).

Bruce H. Bernstein
 Bruce H. Bernstein
 Reg. No. 29,027

P19115.A13



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

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For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

REPLY UNDER 37 C.F.R. §1.111

U.S. Patent and Trademark Office
Customer Service Window, Mail Stop Amendment
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :

In response to the Official Action of December 17, 2004, in which a three-month shortened statutory period for response was set to expire on March 17, 2005, applicants respectfully request reconsideration and withdrawal of the outstanding rejections and an indication of the allowability of each of the claims pending in the present application, in view of the following remarks.

Amendments to the claims begin on page 2 of this Reply.

Remarks begin on page 6 of this Reply.